

140.0 Administrative Hearings

Goals and Objectives

Goal: 1 The agency will complete the transition from a combination AS400/PC-based system to a PC-based system.

Objectives	Timeframe	Accomplishments/Status
1 Implement the selected technology tools that comprise the selected structure, including equipment and software purchases, programming, training and associated documentation.	97-99	Complete.
2 Define and implement training for the agency that covers information technology and function needs. Much of this will be in-house training, with some contract.	Ongoing	n/a

Goal: 2 The agency will have modern, integrated IT tools that are well supported.

Objectives	Timeframe	Accomplishments/Status
1 Continue to analyze information technology and actual function usage in light of changeover to PC system and adopt further appropriate technology strategies to improve efficiency and customer, user agency, and public service.	Ongoing	Ongoing.
2 Upgrade hardware per consultant advice to maintain and improve efficiency and further appropriate technology strategies (six PCs, two printers, network server, and associated hardware and software).	99-01	Planning new equipment purchase. Bulk of purchase completed February 2000. Network server scheduled to be replaced during 01-03 biennium.
3 Evaluate and implement information retrieval and management system to better assist OAH staff with research of in-house documents.	99-01	Information has been received on older version. Will examine to see if update/implementation is feasible.

Goal: 3 The agency will maintain and expand case management and case tracking, and case reporting capabilities.

Objectives	Timeframe	Accomplishments/Status
1 Additional programming and capabilities implemented with the new PC system will allow OAH to maintain its current case management, case tracking, and case reporting capabilities, and allow it to expand by using new reports and new query and search tools.	Ongoing	In progress.

Goal: 4 The agency will have easily and publicly accessible, accurate, and consistent information and data.

Objectives	Timeframe	Accomplishments/Status
1 The agency will have case management, case tracking, and case reporting capabilities that will allow it to continue to report and to expand its reporting on a variety of information in an easily and publicly accessible, accurate, and consistent fashion.	99-01	In progress.
2 The agency will expand the use of a web site on the internet for the dissemination of information about case management, case tracking, and case reporting capabilities, but more importantly, its decision information, including the publishing of decisions on the web site. The agency will consider its own needs and the needs of its customers, user agencies, and the public.	Ongoing	Obtaining input from client agencies as to publication of decisions on the web site. After we have received and considered all reactions, we will begin with the planning/design.

Goal: 5 Continue to maintain and enhance all systems to meet OAH, user agency, customer, and public requirements.

Objectives	Timeframe	Accomplishments/Status
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Goal: 5 Continued....

Objectives

Objectives	Timeframe	Accomplishments/Status
1 Continue to maintain and enhance all systems to meet OAH, user agency, customer, and public requirements.	Ongoing	
2 Develop a disaster recovery plan.	Ongoing	The plan has been outlined and is in the process of being drafted.
3 Develop security policies and procedures.	Ongoing	The policies and procedures are in the drafting stage.
4 Continue to maintain and enhance the website to meet OAH, user agency, customer, and public requirements.	Ongoing	Website has been established. Presently working with client agencies regarding the possibility of publishing OAH decisions on the site.

Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05	
1 Misc. Systems	1	Maintenance/Base	Ongoing					
OAH has two small systems - the case management system and the billing system - which are not accessible by outside entities. Both reside on OAH's LAN server. The case management system is the database storing all pertinent information regarding the receipt, handling, and disposition of requests for administrative law judge services received by OAH. The billing program is the function used by OAH for timekeeping with regard to ALJ time and billing of time and expenses to OAH's client agencies. OAH uses its LAN server to prepare and house documents generated for files on requests for administrative law judge services handled in-house.					IT PLAN ESTIMATED COST	\$11,142	\$30,017	\$30,852
					BASE BUDGET REQUEST		\$30,017	
					OPTIONAL BUDGET REQUEST		\$0	
					BUDGET NONAPPROPRIATED		\$0	
The miscellaneous system includes OAH's LAN server and six small PC systems. The AS/400 has been phased out of use but is still on-line for archival purposes. The LAN server is used to interface with OMB's accounting system. OAH's LAN server is maintained in-house and through as-needed contract services with Vision Technology, Inc. as OAH does not have professional level in-house IT staff.								
OAH has developed a website housed on ITD's web production server. This site maintains a variety of information relating to OAH for its customers and the public. Additional plans include providing OAH the capacity to allow public access to its decisions and other OAH information as required, and to allow public access to agency final decisions and other agency information as required.								

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
2 Upgrade/add hardware	3	Enhancement/Upgrade	01/2000	06/2005			
Replace six (6) PCs, two (2) printers, purchase scanner and associated software (1999-01). Replace network server and associated software (2001-03). Replace six PCs and associated software (2003-05).					IT PLAN ESTIMATED COST	\$14,500	\$14,500
					BASE BUDGET REQUEST	\$9,500	
					OPTIONAL BUDGET REQUEST	\$0	
					BUDGET NONAPPROPRIATED	\$0	
Justification: Replacement is necessary to make day-to-day operations of OAH more efficient. Scanner will be used in conjunction with planned web site functions. Need to bring server up to newest level of operating system for support purposes. New operating system will demand more hardware than present server has.							
Impact on other activities: Equipment enhancement/upgrade should have little to no significant impact upon maintenance of office operations, but will make office more efficient.							
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
3 CMS	4	New Initiative	10/1998	06/2005			
Case management system to manage requests for administrative law judge services received by OAH.					IT PLAN ESTIMATED COST	\$20,000	\$1,000
					BASE BUDGET REQUEST	\$5,000	
					OPTIONAL BUDGET REQUEST	\$0	
					BUDGET NONAPPROPRIATED	\$0	
Justification: This is a project started in 1998 but is yet to be completed due to lack of funding. This system will bring the Time and Billing System and the Case Management System together under one database and reduce the need for duplication of data between databases. Statistical reports have already been designed around fields used in the database.							
Impact on other activities: CMS completion should have little impact on maintenance activities. Costs for 01-03 and 03-05 are estimated costs for additional programming needs as system is revised and developed.							

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Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
4 ISYS	5	New Initiative	01/2000	06/2001			
Information Retrieval and Management Program					IT PLAN ESTIMATED COST	\$1,165	\$330
					BASE BUDGET REQUEST	\$330	\$330
					OPTIONAL BUDGET REQUEST	\$0	
					BUDGET NONAPPROPRIATED	\$0	
Justification:							
Assist ALJs and support staff with research of in-house documents. Will also assist in identifying similar cases.							
Impact on other activities:							
Activity	Priority	Activity Type	Start Date	End Date	99-01	01-03	03-05
5 Telephone	2	Maintenance/Base	Ongoing				
Telephone services provided to OAH by ISD to run office.					IT PLAN ESTIMATED COST	\$11,015	\$12,000
					BASE BUDGET REQUEST	\$12,000	\$13,000
					OPTIONAL BUDGET REQUEST	\$0	
					BUDGET NONAPPROPRIATED	\$0	
Total Agency					IT PLAN ESTIMATED COST	\$57,822	\$56,847
					BASE BUDGET REQUEST	\$56,847	\$59,682
					OPTIONAL BUDGET REQUEST	\$0	
					BUDGET NONAPPROPRIATED	\$0	